

The Honorable Ajit Pai, Chairman
Federal Communication Commission
445 12 Street S.W. Washington, D.C. 20554

March 16, 2017

Re: Reconsideration of Lifeline Reforms and Broadband Providers
Docket No.: 09-197, 11-42

Dear Chairman Pai:

Consumer Action writes to support the reforms adopted in March 2016 to modernize the Lifeline program to include broadband service for low-income consumers. Home internet access is an essential service for all consumers to fully participate in today's society to connect to jobs, healthcare providers and emergency services. Lifeline is the only federal program designed to address the affordability gap.

Consumer Action (www.consumer-action.org) has been a champion of underrepresented consumers since 1971. A national, nonprofit 501(c)3 organization, Consumer Action focuses on financial education that empowers low to moderate income and limited-English-speaking consumers to financially prosper. It also advocates for consumers in the media and before lawmakers and regulators to advance consumer rights and promote industry-wide change particularly in the fields of consumer protection, credit, banking, telecommunications, housing, privacy, and insurance.

You have previously committed to bridging the digital divide. We respectfully urge the Commission to reject any further efforts to undermine the Lifeline program and to fully implement the March 2016 Lifeline Modernization order.

Thank you for the opportunity to comment on the important matter of digital access for all consumers.

Sincerely,

Ken McEldowney

Executive Director
Consumer Action